

**STATE OF WASHINGTON**  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES

REQUEST FOR PROPOSAL (RFP)  
RFP # 0424-152

CITRIX INFRASTRUCTURE ASSESSMENT AND DESIGN  
INFORMATION SYSTEMS SERVICES DIVISION

MAY 10, 2004

Bidders' Questions Due:	May 24, 2004
Bidders' Questions Answered:	June 1, 2004
<b>Deadline for Proposals</b>	<b>June 15, 2004</b>
Contract Start Date (estimated)	August 8, 2004

RFP Coordinator:

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## RFP #0424-154 Schedule

<u>Event</u>	<u>Date</u>
Issue RFP	May 10, 2004
Bidders' Questions Due	May 24, 2004
Bidders' Questions Answered / Distributed	June 1, 2004
<b>Deadline for Proposals (5:00 P.M. PT)</b>	<b>June 15, 2004</b>
Evaluations of Proposals	June 16 – 22, 2004
<b>Oral Presentations</b>	<b>June 28, 2004</b>
Announcement of Apparently Successful Bidder	July 2, 2004
Requests for Debriefing Conferences Due	Within 3 business days of Announcement of ASB.
Protests Due	Within 3 business days of debriefing conference.
Contract Start Date (estimated)	August 8, 2004

DSHS Reserves the right to revise this schedule and will notify you of any changes.

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## MAILING AND DELIVERY ADDRESSES

### Mailing Address (U.S. Post Office Only)

Department of Social and Health Services  
Central Contract Services, Attention: Sandra Elliot, RFP Coordinator  
**PO Box 45811**  
**Olympia, Washington 98504-45811**

### Hand Delivery Address (Not for U.S. Postal Delivery)

Department of Social and Health Services  
Central Contract Services, Attention: Sandra Elliot, RFP Coordinator  
**Blake Office Park - East**  
**4500 10<sup>th</sup> Avenue SE, 2<sup>nd</sup> Floor**  
**Lacey, Washington 98503**

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**STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
REQUEST FOR PROPOSALS  
RFP No. 0424-152  
REQUEST FOR CONSULTING SERVICES  
FOR  
CITRIX INFRASTRUCTURE ASSESSMENT AND DESIGN**

**May 10, 2004**

**Introduction**

**1. Scope of RFP**

The Department of Social and Health Services (DSHS) of Washington State seeks proposals to this Request for Proposals (RFP) from persons and organizations qualified to provide consulting services for three objectives:

- 1.1** Conduct a network infrastructure assessment to determine if the current infrastructure will support an agency wide production Citrix system. The DSHS Wide Area Network (WAN) is tightly integrated with the Department of Information Services (DIS) infrastructure. Both environments need to be included in the assessment. The DSHS WAN is composed of approximately 250 DSHS remote sites connected via Frame Relay circuits with startup integration of Multi Protocol Label Switching (MPLS) technology. The Frame Relay circuits are a combination of fractional and full T1s with varied Committed Information Rates (CIR).
- 1.2** Develop a high availability, fault tolerant Citrix system architecture design scalable to support 18,000 to 20,000 plus nodes integrating Citrix MetaFrame, Secure Gateway, Password Manager, and Secure Access Manager. As part of the design provide a full implementation plan and an operations and support plan for the Citrix production system. Access requirements need to be considered in the design estimating connections for 18,000 to 20,000 users, with approximately 3,000 requiring internal and external access.
- 1.3** Provide consulting and implementation services through the life of the contract. Services could include, but are not limited to, reassessment of infrastructure, implementation assistance, and technical support.

These services are required for approximately a twelve-month period from the start date of the contract. The project cost shall be based upon the deliverables and time and materials per hour rate not to exceed total project cost of \$200,000.

Bidders must submit a written proposal to respond to this RFP. Bidders must comply with all requirements of this RFP, or DSHS may reject your proposal as nonresponsive.

See Section 15, "Definitions," for the meaning of various terms used in this RFP.

## **2. Who is Eligible for this RFP?**

Bidders must meet the following requirements to be eligible to submit a proposal to this RFP. If your proposal does not meet all eligibility requirements for this RFP, DSHS may consider your proposal nonresponsive and withdraw it from consideration at any time.

### **2.1 Bidder's Qualifications**

#### **2.1.1 Mandatory Qualifications:**

2.1.1.1 For a proposal to be considered, the bidder must be a Citrix Alliance Partner in the Citrix Solution Advisors program according to the Citrix Web page <http://citrix.com/site/partners/programs/program.asp?programID=4578-->

2.1.1.2 Proposed team must have practical experience in designing and implementing Citrix system infrastructures in large and diverse organizations.

*If you do not meet the mandatory qualification, DSHS considers your proposal nonresponsive and may withdraw it from consideration.*

#### **2.1.2 Desirable Qualifications:**

2.1.2.1 Proposed team should be knowledgeable and experienced in large scale Wide Area Network (WAN) infrastructures similar in complexity, scope and nature to the State Governmental Network (SGN) and Intergovernmental Network (IGN) in the State of Washington.

2.1.2.2 Proposed team should have practical knowledge and experience integrating mainframe, client server, and Web applications.

- 2.1.2.3 Proposed team should be proficient at communicating and documenting Citrix system architecture components and operational process and procedures.
- 2.1.2.4 Proposed team should be proficient in meeting management and facilitation strategies and techniques.

## **2.2 Required Business License and Certificate of Authority to Do Business**

Bidders must be licensed, or authorized, to do business in this state in order to contract with DSHS.

If bidder's firm is an out-of-state Corporation, you must obtain a Certificate of Authority to do business in Washington State.

Both the Business License and the Certificate of Authority can be obtained by contacting:

Washington Secretary of State  
Corporations Division  
PO Box 40234  
505 E. Union  
Olympia, WA 98504-0234  
Phone 360-753-7115

Web Site: <http://www.secstate.wa.gov/corps>

## **2.3 Restrictions for Current or Former State Employees**

RCW 42.52 and DSHS policy restrict DSHS's ability to contract with current or former state employees or with their employers.

If you are a current or former state employee, or if any of your employees, members, partners, officers, or directors is a current or former state employee, you should review RCW 42.52, Ethics in Public Service, or seek legal advice to determine whether you can contract with DSHS.

If DSHS cannot contract with you under RCW 42.52, then you are not eligible to submit a proposal in response to this RFP.

### **3. Project Description**

#### **3.1 Background and Overview**

The DSHS Information System Services Division (ISSD) is responsible for implementing enterprise technology systems to support DSHS business and technology needs.

The department consists of eight Administrations, and each administration is composed of divisions and regional offices across the state. The department provides a wide range of human and social services to the citizens of the State of Washington through its administrations and business partners. Most services are managed through different mainframe and database business applications.

To facilitate secure on-demand access to business applications through the SGN / IGN, ISSD has implemented a Citrix MetaFrame XPe pilot site to deliver a selective number of business applications to a limited number of DSHS employees and business partners.

The Citrix MetaFrame XPe pilot site consists of 11 servers for the delivery of business applications, a Secure Access Manager server to provide a Web-based user interface, and a Citrix Secured Gateway (CSG) and Secured Ticket Authority (STA) to provide system security access.

In order to provide secure on-demand access to business applications through the SGN / IGN agency wide, it is essential to upgrade the Citrix MetaFrame XPe pilot site to a production system that will meet the department's business and technological needs.

#### **3.2 Purpose and Objectives**

The Washington State Department of Social and Health Services, is requesting services to assist with the following objectives:

- 3.2.1 Objective 1 - Conduct a network infrastructure assessment to determine if the current infrastructure will support an agency wide production Citrix system. The DSHS WAN is tightly integrated with the DIS infrastructure. Both environments need to be included in the assessment. The DSHS WAN is composed of approximately 250 DSHS remote sites connected via Frame Relay circuits. The Frame Relay circuits are a combination of fractional and full T1s with varied CIR. As part of the assessment, the contractor must consider DSHS plans to integrate MPLS technology. The assessment must identify risks areas and mitigation to meet DSHS business and technological requirements for on-demand access to business applications via Citrix. The infrastructure assessment



must consider multiple approaches including a centralized and multiple site approach for a Citrix solution. Each approach must include pros and cons and estimated costs.

- 3.2.2 Objective 2 – Develop a high availability, Citrix system architecture design scalable to support 18,000 to 20,000 plus nodes integrating Citrix MetaFrame, Secure Gateway, Password Manager, and Secure Access Manager. As part of the design provide: 1) A full implementation plan including installation of the core module, and 2) an operations and support plan for the Citrix production system. Access requirements need to be considered in the design estimating connections for 18,000 to 20,000 users, with approximately 3,000 requiring internal and external access.
- 3.2.3 Objective 3 – Provide consulting and implementation services through the life of the contract. Services could include, but are not limited to, reassessment of infrastructure, implementation assistance, and technical support.

DSHS is looking for a Citrix Alliance Partner in the Citrix Solutions Advisors Program contractor to work closely with DSHS-ISSD management and technical support.

### **3.3 Services to Be Provided**

At a minimum the contractor will perform the following services in two phases:

#### **3.3.1 PHASE 1 - To Meet Objective 1 as specified in subsection 3.2.1.**

##### **3.3.1.1 Deliverable 1**

- 3.3.1.1.1 Conduct a review of the SGN / IGN and the department's infrastructure to determine if the current infrastructure will support on-demand access of business applications via Citrix from employees and business partners agency wide. The DSHS WAN is tightly integrated with the DIS infrastructure. Both environments need to be included in the assessment. The DSHS WAN is composed of approximately 250 DSHS remote sites connected via Frame Relay circuits. The Frame Relay circuits are a combination of fractional and full T1s with varied CIR. As part of the assessment, the contractor must consider DSHS plans to integrate MPLS technology. The infrastructure

assessment must consider multiple approaches including a centralized and multiple site approach for a Citrix solution. Each approach must include pros and cons and estimated costs.

- 3.3.1.1.2 Identify risk areas and delineate infrastructure improvements to better meet DSHS business and technological requirements for on-demand access to business applications via Citrix.
- 3.3.1.1.3 Document findings and provide recommendations including best practices to ISSD management.
- 3.3.1.1.4 Cost estimates for recommended improvements to better meet DSHS requirements for on-demand access to business applications via Citrix.

At the conclusion of Phase 1, DSHS will assess the findings and recommendations to determine, at its sole discretion, to proceed or not proceed with Phase 2.

3.3.2 **PHASE 2** – to Meet Objective 2 as specified in subsection 3.2.2, and Objective 3 as specified in subsection 3.2.3

Based on the assessment conducted in phase 1, develop a high availability, scalable Citrix system architecture design scalable to support 18,000 to 20,000 plus nodes integrating Citrix MetaFrame, Secure Gateway, Password Manager, and Secure Access Manager with a full implementation plan and an operations and support plan to include:

3.3.2.1 Deliverable 2: Architecture Design to meet Objective 2 as specified in subsection 3.2.2

The design must include the architecture, processes and procedures for a high availability Citrix production system scalable to support 18,000 to 20,000 plus nodes integrating Citrix MetaFrame, Secure Gateway, Password Manager, and Secure Access Manager. Access requirements need to be considered in the design estimating connections for 18,000 to 20,000 users, with approximately 3,000 requiring internal and external access. The architecture design must include but is not limited to the following components:

- 3.3.2.1.1 User logon process including optimal configuration and scripting to platforms used by DSHS.
- 3.3.2.1.2 A structural design defining the techniques required for application access.
- 3.3.2.1.3 Diagrams of a scalable design showing the configuration layout for silos, and servers where applications will reside including failover and recovery considerations.
- 3.3.2.1.4 Data Storage with NAS or SAN technology.
- 3.3.2.1.5 Load Emulation with Citrix certified load balancing testing tools: Scapa Technologies or Mercury Load Runner.
- 3.3.2.1.6 Citrix MetaFrame servers connection and configuration settings for published applications (IMA configuration) based on Citrix best practices.
- 3.3.2.1.7 Methodology for the integration of the Installation Manager (IM), Resource Manager (RM), and the Network Manager (NM).
- 3.3.2.1.8 Methodology for introducing new application into the Citrix environment.
- 3.3.2.1.9 Microsoft Active Directory integration.
- 3.3.2.1.10 User profiles and policies options for optimum access performance.
- 3.3.2.1.11 Performance optimization designed with Windows 2003 server OS configuration & lockdown.
- 3.3.2.1.12 List of recommended hardware, software, network and data storage components designed for Window 2003 Active Directory (AD).
- 3.3.2.1.13 Server specification, maintenance, and setup procedures using IBM blade server technology.

- 3.3.2.1.14 SAN or NAS data storage units for user home and profiles.
- 3.3.2.1.15 Printing methodology to include elements such as driver replication, re-mapping or client printer drivers, and printer connection.
- 3.3.2.1.16 Design to conform to DSHS network security policies, as defined in Exhibit C.
- 3.3.2.1.17 Network topology design and optimization.
- 3.3.2.1.18 Web-based user interface/portal based on user profiles.
- 3.3.2.1.19 Single-Sign-On (SSO).
- 3.3.2.1.20 Other risk areas as determined by the vendor assessment.

3.3.2.1.1.1 **Requirements** - For Deliverable 2 as specified in subsection 3.3.2.1:

- 3.3.2.1.1.1.1 Develop a high availability Citrix system solution with a goal of 24x7 but is balanced with costs.
- 3.3.2.1.1.1.2 Provide simulation stress testing of the design using Citrix certified load balancing testing tools: Scapa Technologies or Mercury Load Runner.

3.3.2.2 Deliverable 3: Full Implementation Plan and Installation of Core Module to meet Objective 2 as specified in subsection 3.2.2

The implementation plan must include but is not limited to the following components:

- 3.3.2.2.1 Tactical implementation and rollout plan using a modular phased approach.
- 3.3.2.2.2 Partner with DSHS for central core module(s) installation and implementation.
- 3.3.2.2.3 Implementation plan for remaining modules.

3.3.2.2.4 Design for a test environment.

3.3.2.2.5 Backup and recovery design for the proposed Citrix environment.

3.3.2.2.1.1 **Requirements** – For Deliverable 3 as specified in subsection 3.3.2.2:

3.3.2.2.1.1.1 Partner with DSHS to support the efforts to install and implement the Citrix system core module and build a test environment.

3.3.2.2.1.1.2 Provide knowledge transfer and mentorship to guide DSHS technical staff in the implementation efforts.

3.3.2.2.1.1.3 Utilize a modular-phased approach for scalable Citrix system implementation.

3.3.2.3 Deliverable 4: Operational & Support Plan to meet Objective 2 as specified in subsection 3.2.2

The operational and support plan must include but is not limited to the following components:

3.3.2.3.1 Operations and support plan for the Citrix production system.

3.3.2.3.2 Staffing resource plan for ongoing maintenance, support and operations.

3.3.2.3.3 Recovery process for the Citrix components.

3.3.2.3.4 Citrix system management architecture.

3.3.2.3.5 Configuration for a Citrix test environment.

3.3.2.3.6 Procedures for testing process.

3.3.2.3.7 Scalability testing process for load balancing.

3.3.2.3.8 Application certification process.

3.3.2.3.9 Change control process.

3.3.2.3.10 Training plan for system administration.

3.3.2.3.11 Backup and disaster recovery processes.

3.3.2.3.12 On-site support.

3.3.2.3.13 Other vendor proposed deliverables and activities as deemed necessary to administer and maintain the system.

3.3.2.3.1.1 **Requirements** – For Deliverable 4 as specified in subsection 3.3.2.3:

3.3.2.3.1.1.1 Utilization of Citrix Certified load balancing testing tools: Scapa Technologies or Mercury Load Runner.

3.3.2.4 Deliverable 5: Plan for consulting and implementation services through the life of the contract to meet Objective 3 as specified in subsection 3.2.3.

The plan should include estimated costs for reassessment of infrastructure, and estimated hourly rate for implementation assistance and technical support.

3.3.2.5 Deliverable 6: Other vendor proposed deliverables and activities, if any.

### 3.4 Key Personnel

The bidder may not substitute Key Personnel proposed for this project without the prior, written approval of DSHS.

Key Personnel will be provided a standard ISSD workstation for onsite work at the DSHS Office Building 2 facility in Olympia, Washington. This includes desk, telephone, personal computer, network access, file, print, and fax services.

### 3.5 Number of Contracts

DSHS intends to award one (1) contract to provide the services described in this RFP.

Any subcontracts by the contractor selected as a result of this RFP shall require prior written approval by DSHS.

### **3.6 Term of Contract**

The term of this contract shall be approximately one (1) year. After the initial one-year period, DSHS at its sole discretion may extend the contract for two (2) additional one year terms.

### **3.7 Funding**

DSHS has budgeted a maximum of \$200,000 for this project. DSHS may reject any proposal in excess of that amount. Any contract awarded is contingent upon the availability of funding.

## **4. How Do I Respond to this RFP?**

### **4.1 What is the Schedule for Responding to this RFP?**

The schedule for this RFP is located at the beginning of this Request for Proposals, on page ii.

DSHS reserves the right to revise this schedule and will notify you of any changes in the schedule.

### **4.2 How Do I Communicate with DSHS?**

The RFP Coordinator is the only point of contact within DSHS for this RFP. Once you receive this RFP, you must direct all communications to the RFP Coordinator, as follows:

Sandra Elliot, RFP Coordinator  
RFP No. 0424-152  
Department of Social and Health Services  
Central Contract Services  
PO Box 45811  
Olympia, Washington 98504-5811

E-Mail: [EllioSG@dshs.wa.gov](mailto:EllioSG@dshs.wa.gov)  
Telephone: (360) 664-6072  
Fax: (360) 664-6184

DSHS may disqualify your proposal if you communicate with any person within DSHS other than the RFP Coordinator, or the RFP Coordinator's designee, regarding this RFP. You should rely only on written statements issued by the RFP Coordinator.

#### **4.3 When May I Contact the RFP Coordinator?**

You may contact the RFP Coordinator at any time if you have a question on your eligibility to bid, on the procedural requirements for this RFP, or on any instructions in the RFP or in an exhibit.

All other questions should be submitted in writing as bidders' questions. These will be answered in writing as the DSHS Answers to Bidders' Questions. (See subsection 4.5 below.)

#### **4.4 Can I Submit Documents by Fax?**

You may not use facsimile communication ("fax") to submit questions outlined in subsection 4.3 above. All documents must be sent electronically via e-mail or mailed to the RFP coordinator at the address listed in subsection 4.2 above on Compact Discs (CD).

#### **4.5 How Do I Ask Questions about this RFP?**

You must send any questions to the RFP Coordinator, in writing via e-mail, and no later than **5:00 PM, May 24, 2004**, with a clearly identifiable heading referencing RFP No. 0424-152. DSHS will answer only questions received by this due date.

The RFP Coordinator will send you a copy of all questions and DSHS's answers. The answers are an amendment to the RFP.

### **5. How Do I Prepare My Proposal?**

#### **5.1 Format of Proposal**

5.1.1 All Proposal information must be submitted electronically and be readable by the Microsoft suite of products (i.e. MS Word, Excel, Power Point, etc.).

5.1.2 Identify your proposal by including *Proposal to RFP No. 0424-152*, the title of this RFP – *Request for Consulting Services for Citrix Infrastructure Assessment and Design*, and your name on the front cover of your proposal and on all attachments to your proposal.

#### **5.2 Contents of Proposal**

Submit your proposal containing subsections 5.2.1 through 5.2.5, as described below.



### 5.2.1 Letter of Submittal

Your Letter of Submittal shall contain:

- 5.2.1.1 The name of your contact person for this RFP;
- 5.2.1.2 A narrative demonstrating how you meet the mandatory and desirable qualifications as specified in subsection 2.1;
- 5.2.1.3 A detailed list of all materials and enclosures included in your proposal;
- 5.2.1.4 A list of all RFP amendments you received, listed in order by amendment number and date. (If you received no RFP amendments, include a statement that you received none.); and
- 5.2.1.5 Any statements you wish to convey to the RFP Coordinator.

### 5.2.2 Bidder Information Form

A completed *Bidder Information Form* (Exhibit A). Please include any attachments that are necessary.

### 5.2.3 Approach Proposal

Please respond to each question in the same order in which they appear.

Based upon your experience in network assessments and in Citrix system architectural design and implementation engagements similar in scope and nature, describe your approach for each phase and deliverable. The proposal should include a description of the bidder's planned approach to meeting the activities above, including, but not limited to, a project outline, list of proposed deliverables, staffing plan for the entire contract period and timeline for completion of project activities. The assessment and design phases must be kept as separate work efforts.

DSHS will negotiate the specific wording of the Statement of Work for any contract awarded with the successful bidder, based on the requirements of this RFP and the terms of the successful bidder's proposal.

5.2.3.1 Approach for Phase 1 deliverables as requested in subsection 3.3.1:

5.2.3.1.1 Conducting an assessment of the department's Wide Area Network infrastructure, identifying risk areas and mitigation to meet DSHS business and technological requirements for on-demand access to business applications via Citrix. The assessment must consider DSHS plans to integrate MPLS technology, and multiple approaches including a centralized and multiple site approach for a Citrix solution as requested in subsection 3.3.1.1, Phase 1, Deliverable 1.

5.2.3.2 Approach for Phase 2 deliverables as requested in subsection 3.3.2:

5.2.3.2.1 Designing a high-availability Citrix system architecture to support the department's on-demand access to business applications agency wide. Access requirements need to be considered in the design, estimating connections for 18,000 to 20,000 users, with approximately 3,000 requiring internal and external access. The Design should integrate Citrix MetaFrame, Secure Gateway, Password Manager, and Secure Access Manager as requested in subsection 3.3.2.1, Phase 2, Deliverable 2.

5.2.3.2.2 Developing a full Citrix system implementation plan as requested in subsections 3.3.2.2, Phase 2, Deliverable 3.

5.2.3.2.3 Collaborating with departmental staff for building, testing and implementing the Citrix system infrastructure as requested in subsection 3.3.2.2.2.

5.2.3.2.4 Developing a Citrix system operational and support plan as requested in subsection 3.3.2.3, Phase 2, Deliverable 4.

5.2.3.2.5 Providing consulting and implementation services through the life of the contract as requested in subsection 3.3.2.4 Phase 2, Deliverable 5.

- 5.2.3.3 Other vendor proposed deliverables and activities, if any, as requested in subsection 3.3.2.5, Phase 2, Deliverable 6.

#### 5.2.4 **Experience and Qualifications Proposal**

Please respond to each question in the same order in which they appear. Staffing plan must include at least one full time member at the **Senior** level or above with at least three years of recent Citrix system implementation experience and Citrix System Certification.

Based upon your experience with Citrix system architectural design and infrastructure assessment engagements similar in scope and nature, provide a detailed listing of the person or team you propose for this engagement, including the titles of staff, roles and a current resume of each person proposed. Resumes must detail experience with the required skills listed in subsection 2.1 Bidder's Qualifications. Each resume must not be longer than four (4) pages, including attachments. If you exceed the page limit, DSHS may consider your proposal non-responsive and withdraw it from consideration at any time.

The resumes should include the following:

##### 5.2.4.1 Company Experience and Qualifications

- 5.2.4.1.1 Provide verification and indicate the level and type of your business alliance partnership with Citrix.
- 5.2.4.1.2 List and describe your company's experience working with DSHS, Washington State Agencies, or other government entities.
- 5.2.4.1.3 List your company's experience with large and / or complex Citrix installations. Include approximate number of nodes supported and number of integrated applications for each of those installations.
- 5.2.4.1.4 Provide three (3) references that may be contacted to verify company's qualifications and other information.

#### 5.2.4.2 Individual Experience and Qualifications

- 5.2.4.2.1 Employment history listing the projects, employer, the role on each project and timeframes that the individual performed activities to conduct Wide Area Network infrastructure assessments and architectural designs for on-demand access application systems. Also include the size and complexity of Citrix system implementations and integration of mainframe, client server and Web applications.
- 5.2.4.2.2 Employment history listing the experience obtained while working for Washington State government. List any work done for DSHS and other state agencies. Include the agencies, projects and timeframes.
- 5.2.4.2.3 List the individual's three largest Citrix installations. List the approximate number of nodes supported and number of integrated applications for each of those installations.
- 5.2.4.2.4 Education history of training received including any Citrix System Certification. In addition list the education / training related to Wide Area Network infrastructure.
- 5.2.4.2.5 Provide three (3) references that may be contacted to verify qualifications and other information.

#### 5.2.5 Cost Proposal

Please respond to each question in the same order in which they appear.

- 5.2.5.1 Provide costs for each phase listed above in subsections 3.3.1 and 3.3.2. List cost for each deliverable. Costs must be grouped around each of the two phases. All deliverables are fixed cost and must include total costs.

Bidder travel and material expenses related to producing these deliverables must be included in the fixed cost. Deliverables include the following:

5.2.5.1.1 Cost for Phase 1 deliverables in support of subsection 3.3.1.

5.2.5.1.1.1 Costs for conducting an assessment of the department's Wide Area Network infrastructure identifying risk areas and mitigation to meet DSHS business and technological requirements for on-demand access to business applications via Citrix in support of subsection 3.3.1.1, Phase 1, Deliverable 1.

5.2.5.1.2 Cost for Phase 2 deliverables in support of subsection 3.3.2:

5.2.5.1.2.1 Cost for a high availability, Citrix architecture design scalable to support 18,000 to 20,000 plus nodes integrating Citrix MetaFrame, Secure Gateway, Password Manager, and Secure Access Manager in support of subsection 3.3.2.1, Phase 2, Deliverable 2.

5.2.5.1.2.2 Cost for a full implementation plan consisting of a modular phased approach for a Citrix system solution, and installation of the core module in support of subsection 3.3.2.2, Phase 2, Deliverable 3.

5.2.5.1.2.3 Cost for an operations and support plan to support a Citrix production system in support of subsection 3.3.2.3, Phase 2, Deliverable 4.

5.2.5.1.2.4 Cost for other vendor proposed deliverables and activities, if any, in support of subsection 3.3.2.5, Phase 2, Deliverable 6.

For the deliverables listed above, provide a list of all contractor staff involved in producing the deliverables including the estimated hours

per individual. Costs do not need to be listed. Only the individual's name and total estimated hours of effort to produce the deliverables.

**5.2.5.2 Hourly rates for consulting and implementation services for addressing design changes in support of subsection 3.3.2.4, Phase 2, Deliverable 5.**

Include hourly billing rates for expert staff with at least three years of recent experience working with Citrix. To ensure consistent scoring, Bidders must provide cost assuming a five-day (40-hour) work effort. Include any and all additional costs associated with using these staff such as travel, lodging (per state government rates), etc. Provide hourly rate and total five (5) day work effort costs to include all additional expenses.

### **5.3 Separating the Proposal**

Bidders must submit separate files for the following sections of their proposal. Bidders that do not submit these documents as separate files may be considered non-responsive resulting in DSHS rejecting the bid.

- Letter of Submittal
- Bidder Information Form (Exhibit A)
- Cost Proposal

The remainder of document can be any number or combination of files. Bids should be clear, concise and well organized with a logical flow.

Links to websites for required information is not permitted and may be considered non-responsive resulting in DSHS rejecting the bid. Information pertaining to the response to this RFP must be contained within the bid.

### **5.4 How to Identify Proprietary Information**

Include a statement on the title page of your proposal identifying each page of your proposal which contains any proprietary information. You must also include the word "Proprietary" on the lower right hand corner of each page which contains any proprietary information. You may not mark your entire proposal as proprietary.

If DSHS receives a request to view or copy your proposal, DSHS will respond according to applicable law and DSHS policy governing public disclosure. DSHS will not disclose any information marked "Proprietary"

in your proposal without giving you ten (10) days notice for you to seek a court order preventing disclosure.

## **6. How Do I Submit My Proposal?**

You must either e-mail your proposal or mail it on compact disc to the RFP Coordinator no later than noon **on June 15, 2004**. Hardcopy proposals will not be accepted. Bids that are greater than ten (10) megabytes of data must either be zipped or stored on a compact disc and mailed to the RFP Coordinator.

You should allow sufficient mail or delivery time for your proposal to arrive at the office of Central Contract Services by the due date. You assume all risk for the method of delivery. The RFP Coordinator will send an e-mail response once your proposal is received.

DSHS may disqualify your proposal and withdraw it from consideration if the proposal is received after the deadline.

### **6.1 Mailing of Proposal**

E-mail your proposal to:

Sandra Elliot  
[EllioSG@dshs.wa.gov](mailto:EllioSG@dshs.wa.gov)

Or mail it on compact disc to:

Sandra Elliot, RFP Coordinator  
RFP No. 0424-152  
Department of Social and Health Services  
Central Contract Services  
PO Box 45811  
Olympia, Washington 98504-5811

### **6.2 Hand Delivery of Proposal**

If you hand deliver your proposal (on compact disc), either yourself or by a delivery service, the delivery address is:

Department of Social and Health Services  
Central Contract Services  
Attention: Sandra Elliot, RFP Coordinator  
Blake Office Park  
4500 10<sup>th</sup> Avenue SE, 2<sup>nd</sup> Floor  
Lacey, Washington 98503

**Note:** *The U.S. Post Office will not deliver your proposal to this state government address. The Post Office will either return your proposal to you or forward it to the 98504 zip code for Consolidated Mail Services for all state government offices in the Olympia-Lacey-Tumwater area.*

Be certain to use the above street address for delivery of your proposal, if you use a delivery service, and not the post office box address.

## **7. How Will DSHS Evaluate and Score Your Proposal?**

### **7.1 In General**

Proposals will be administratively screened after they are received. Responsive proposals will be evaluated and scored by evaluators previously selected. Unless otherwise warranted, proposals will be evaluated and scored individually by evaluators. Each proposal will receive a proposal score.

Oral presentations will be given to only the top scorers. DSHS, at its sole discretion, may select only the top three, five, or ten, etc. bidders for interviews. DSHS will determine the cutoff of top scorers that will receive oral presentations after the initial scoring of the written proposals. For bidders qualifying for oral presentations, evaluators will evaluate and score the oral presentations.

### **7.2 Initial Screening**

The RFP Coordinator will conduct an administrative screening of all proposals to verify compliance with RFP instructions and requirements. The RFP Coordinator may withdraw any nonresponsive proposals from further consideration at any time.

### **7.3 Evaluation of Proposals**

DSHS will select evaluators based on their qualifications, experience, and backgrounds relevant to this RFP. The evaluators will review the proposals and score only the information provided, in accordance with RFP requirements and evaluation criteria.



## 7.4 Evaluation of Oral Presentations

DSHS will, after evaluating the written proposals, schedule oral presentations of bidders selected as finalists. The RFP Coordinator will notify finalists of the date, time, and place of the oral presentations.

DSHS will select evaluators for the oral presentations, based on their qualifications, experience, and background relevant to this RFP. These evaluators may include evaluators who reviewed the written proposals or DSHS staff who will work with the successful bidder. Evaluators will score the oral presentations in accordance with RFP requirements and evaluation criteria.

## 7.5 Evaluation of References

References may be contacted for the top scoring proposals only. All reference check questions must pass a minimum score or the bidder may be rejected from further consideration at DSHS's sole discretion. Reference checks are a pass-fail and do not count towards part of the final score.

## 7.6 Evaluation Criteria

All responses will be reviewed and scored based upon the planned approach for this engagement, the experience and qualifications of the proposed staff, proposed cost and oral presentations (for top scorers only).

All responses will be scored as follows:

Bidder's Approach to performing the requested activities	<b>25%</b>
Experience and Qualifications of Proposed Staff	<b>30%</b>
Proposed Cost	<b>20%</b>
Oral Presentations/Interview	<b>25%</b>
Bidder and Staff References	<b>Mandatory</b>

## 7.7 Scoring of Proposals

Evaluators will score all responsive proposals and award points up to the maximum points available for each question. All scores will be rounded.

**7.7.1 Bidder's Approach Score – Maximum of 25 percent of total score**

Based upon your experience with Wide Area Network infrastructure and Citrix System architectural design engagements similar in scope and nature, provide an explanation of your approach to completing the work requested.

7.7.1.1 Approach for conducting an assessment of the department's Wide Area Network infrastructure identifying risk areas and mitigation to meet DSHS business and technological requirements for on-demand access to business applications via Citrix. The assessment must consider DSHS plans to integrate MPLS technology, and multiple approaches including a centralized and multiple site approach for a Citrix solution as requested in subsection 5.2.3.1 (15 points).

7.7.1.2 Approach for a high availability, Citrix architecture design scalable to support 18,000 to 20,000 plus nodes integrating Citrix MetaFrame, Secure Gateway, Password Manager, and Secure Access Manager as requested in subsection 5.2.3.2.1 (20 points).

7.7.1.3 Approach for a modular phase full implementation plan for a Citrix system solution, and installation of the core module collaborating with DSHS technical staff as requested in subsections 5.2.3.2.2 and 5.2.3.2.3 (20 points).

7.7.1.4 Approach for an operations and support plan to support a Citrix production system as requested in subsection 5.2.3.2.4 (10 points).

7.7.1.5 Approach for consulting and implementation services for addressing Citrix system design changes through the life of the contract as requested in subsection 5.2.3.2.5 (10 points).

7.7.1.6 Other vendor proposed deliverables and activities, if any, as requested in subsection 5.2.3.3. (0 points, non-scorable item but considered in Overall Approach.)

7.7.1.7 Overall Approach: (25 points)

The score for this section will be calculated using this formula:  
 $(\text{total score}/100) * 25 = \text{score}$

## **7.7.2 Experience and Qualifications Score – Maximum of 30 percent of total score**

Based upon your experience with WAN infrastructure, Citrix system architecture, and integration of mainframe, client server, and Web application engagements similar in scope and nature provide a detailed listing of the person or team you propose for this engagement, including the titles of staff, roles, and a current resume of each person proposed. Resumes must detail experience with the required skills listed in subsection 2.1 Bidder's Qualifications.

### **7.7.2.1 Bidder (company) Experience (10 points)**

- 7.7.2.1.1 Company Citrix Alliance Partner in the Citrix Solutions Advisors Program.
- 7.7.2.1.2 Company experience working with DSHS, Washington State agencies, or other government entities.
- 7.7.2.1.3 Company's experience with large and / or complex Citrix installations. Include approximate number of nodes supported and number of integrated applications for each of those installations.

### **7.7.2.2 Individual Experience (90 points)**

- 7.7.2.2.1 Individual's experience on WAN infrastructure, Citrix system architecture, and integration of mainframe, client server, and Web applications.
- 7.7.2.2.2 Individual's experience with large and / or complex Citrix installations. Include approximate number of nodes supported and number of integrated applications for each of those installations.
- 7.7.2.2.3 Individual's education, training and certification on Citrix System architecture and WAN infrastructure.

If multiple staff are proposed, their score will be based on the percentage of hours they are proposed for this engagement. To determine the score the following formula will be used:

- Proposed staff person total hours = Total estimated hours for all deliverables.
- Percentage of hours = proposed staff person total hours / total proposed hours (all staff total)
- Individual's score = (Total points) \* percentage of hours.

The total score for this section will be calculated using the following formula:

Sum of all individual scores (90 points maximum) plus total bidders experience (10 points maximum) / 100 \* 30

### **7.7.3 Proposed Cost Score – Maximum of 20 percent of total score**

#### **7.7.3.1 Proposed Cost of Deliverables including**

##### **7.7.3.1.1 Proposed Cost of Phase 1 Deliverables:**

7.7.3.1.1.1 Costs for conducting an assessment of the department's Wide Area Network infrastructure identifying risk areas and mitigation to meet DSHS business and technological requirements for on-demand access to business applications via Citrix in support of subsection 5.2.5.1.1.1.

##### **7.7.3.1.2 Proposed Cost of Phase 2 Deliverables:**

7.7.3.1.2.1 Costs for a high availability, Citrix architecture design scalable to support 18,000 – 20,000 plus nodes integrating Citrix MetaFrame, Secure Gateway, Password Manager, and Secure Access Manager in support of subsection 5.2.5.1.2.1.

7.7.3.1.2.2 Costs for a full implementation plan consisting of a modular phased approach for a Citrix system solution, and installation of the core module in support of subsection 5.2.5.1.2.2.

7.7.3.1.2.3 Cost for an operations and support plan to support a Citrix production system in support of subsection 5.2.5.1.2.3.

7.7.3.1.2.4 Cost for other vendor proposed deliverables and activities, if any, in support of subsection 5.2.5.1.2.4.

Calculation: Determine total costs for deliverables. Add costs for each deliverable to obtain a total.

Calculate points by taking the lowest total amount and giving maximum points. For all higher rates, use the formula below:

17 total cost points available  $\times$  (Lowest Bid Amount/Bidder Amount)

**7.7.3.2 Proposed Hourly Rates for consulting and implementation services for addressing Citrix system design changes** (in support of subsection 5.2.5.2):

7.7.3.2.1 Hourly rates for expert staff with at least three years of recent experience working with Citrix.

7.7.3.2.2 Total for five-day work effort including all costs (e.g. hourly wages, travel, lodging, etc.):

Calculation: Divide the total five-day work effort cost by 40 hours to determine total hourly rate.

Calculate points by taking the lowest total hourly rate and giving maximum points. For all higher rates, use the formula below

3 total cost points available  $\times$  (Lowest total hourly rate/total hourly rate).

**7.7.4 Proposal Score**

Your score for the proposal will be the average of the scores of the evaluators who review your written proposal.

**7.7.5 Oral Presentation and Interview – Maximum 25 percent of total score**

Bidders that qualify will present their proposals and participate in an interview. The presentation and interview will cover the following items:

7.7.5.1 Present your approach to providing the project activities listed in subsection 3.3. Include how you plan to team with state staff.

7.7.5.2 Discuss your team's qualifications, experience and background with conducting Wide Area Network infrastructure assessments and Citrix system implementation projects that make them good candidates for this project. Elaborate on some of the Citrix architecture design projects worked on by the individual(s) and key success factors with those projects.

7.7.5.3 Explain why your company would be the best suited for this project.

The score for this section will be calculated using this formula:  
$$(\text{total points} / 100) * 25 = \text{score}$$

#### **7.7.6 Bidder and Staff Reference Checks**

For the top scoring proposals, reference checks may be made on both the Bidder and proposed staff. A series of questions will be asked and graded on a scale of 1 to 5 with 1 being the lowest and 5 being the highest. All questions must score a minimum of 3 to pass. Any question that does not obtain a passing score may cause the bidder to be disqualified from further consideration at DSHS's sole discretion.

#### **7.7.7 Final Proposal Score**

Your final proposal score is the average points awarded for your written proposal and oral presentation.

### **7.8 Final Determination of Apparently Successful Bidder(s)**

DSHS program staff and/or management may conduct a final review of the top scoring proposals, and of the evaluation and scoring of those proposals, submitted by bidders initially designated as apparently successful bidders.

In this final review, DSHS may consider past or current performance of any DSHS contracts by an apparently successful bidder, and any experience of the program or DSHS in working with an apparently successful bidder under any past or current contract with DSHS.

DSHS management shall make the final determination as to which bidder(s), initially designated as apparently successful bidder(s), shall be officially selected and announced as the Apparently Successful Bidder(s) under this Solicitation.

In doing so, DSHS management shall be guided, but not bound, by the scores awarded by the evaluators. Program staff and DSHS management shall determine which proposals reviewed during this final selection process will best meet the needs of DSHS and, specifically, the needs of the Information Systems Services Division.

## **8. How Will I Know When DSHS Has Made a Selection?**

DSHS will notify all bidders on or about **July 2, 2004** of the selection of the Apparently Successful Bidder by written notice to all bidders by letter and/or by fax. All bidders who have submitted proposals will be notified as soon as possible once the selection of the Apparently Successful Bidder has been determined.

## **9. How Do I Obtain the Evaluation Results for My Proposal?**

If DSHS does not select your proposal, you may request a debriefing conference. You must submit your request to the RFP Coordinator by e-mail, mail or fax by **July 7, 2004, 2004**.

Debriefing conferences will be on **July 9, & July 13, 2004**. The debriefing conference may be conducted either in person or by telephone and will be scheduled for a maximum of one hour.

Discussion at the debriefing conference will be limited to the following:

- Evaluation and scoring of your proposal;
- Critique of your proposal; and
- Review of your final score in comparison with other bidders' final scores without identifying the bidders.

*You may not submit a protest unless you have both requested and participated in a debriefing conference.*

## **10. How Do I Protest the Results?**

The protest procedure outlined in this section is available only to those who have submitted a proposal in response to this RFP. It is the sole administrative remedy available within DSHS under this RFP.

*In order to submit a protest under this RFP, you must have requested and participated in a debriefing conference.*

### **10.1 What Are the Grounds for a Protest?**

You may only submit a protest on one or more of the following grounds:

- Failure by DSHS to follow the procedures set forth in this RFP, or to follow applicable state or federal laws or regulations;
- Bias, discrimination, or conflict of interest on the part of an evaluator for DSHS; and/or
- Arithmetic errors made by DSHS in computing the score.

### **10.2 What Must the Protest Contain?**

You must state all facts and arguments on which you rely for your protest and the ground(s) for your protest. You must include in your protest:

- The ground(s) of your protest;
- A detailed and complete statement of the specific action by DSHS that you are protesting;
- The RFP number; and
- A description of what relief or corrective action you request.

You may attach to your protest any documentation, which you offer to support your protest.

### **10.3 How Do I Submit a Protest?**

Your protest must be in writing and must be signed. You must mail or hand deliver your protest to the RFP Coordinator. *Protests may not be submitted by fax.* DSHS must receive your protest not later than **July 20, 2004**.

Mail or hand deliver your protest using the same mailing or delivery address provided in this RFP for submitting your proposal. (See subsection 6.1 and 6.2 on page 19 of this RFP.) You may not submit your protest via e-mail.



#### **10.4 How will DSHS Review My Protest?**

The RFP Coordinator will forward your protest to the DSHS designated Protest Coordinator with copies of the following: this RFP and any amendments, your proposal, the evaluators' scoring sheets, and any other documents showing how your proposal was evaluated and scored.

DSHS will follow these procedures in reviewing your protest:

- DSHS will conduct an objective review of your protest, based on the contents of your written protest and the above materials provided by the RFP Coordinator.
- DSHS will send you a written decision within five (5) business days after DSHS receives your protest, unless more time is required to review the protest and make a determination. DSHS will notify you if additional time is necessary.

#### **10.5 How Will DSHS Decide My Protest?**

DSHS will make a final determination of your protest and will either:

- a) Find that your protest lacks merit and uphold DSHS's actions; or
- b) Find that any errors in the RFP process or in DSHS's conduct did not influence the outcome of the RFP, and uphold DSHS's actions; or
- c) Find merit in the protest and provide options for corrective action by DSHS which may include:
  - That DSHS correct any errors and re-evaluate all proposals affected by its determination of the protest;
  - That DSHS reissue the RFP document; or
  - That DSHS make other findings and take such other action as may be appropriate.

#### **11. How Will the Successful Bidder Contract with DSHS?**

If you are an apparently successful bidder, you will be expected to sign a contract with DSHS and any subsequent amendments that may be required to address specific work or services as needed (a sample contract is attached as **Exhibit B**).

DSHS reserves the right to negotiate the specific wording of the Statement of Work, based on the requirements of this RFP and the terms of your proposal.

If you fail or refuse to sign the contract or any subsequent amendment within ten (10) business days of delivery to you, DSHS may cancel your selection as an apparently successful bidder and may award the contract or amendment to the bidder ranked next in order, based on the final proposal scores for all bidders.

Any subcontracts necessary to perform the contract shall be subject to the prior written approval of DSHS.

## **12. Insurance Requirements**

During the term of any contract awarded, the contractor may be required to purchase and maintain, at the contractor's expense, the following liability or other insurance policies:

### **Commercial General Liability Insurance (CGL)**

The Contractor shall maintain Commercial General Liability Insurance, including coverage for bodily injury, property damage, and contractual liability, with the following minimum limits: Each Occurrence - \$1,000,000; General Aggregate - \$2,000,000. The policy shall include liability arising out of premises, operations, independent contractors, products-completed operations, personal injury, and liability assumed under an insured Contract, including tort liability of another assumed in a business Contract. The State of Washington, DSHS, its elected and appointed officials, agents, and employees shall be named as additional insured.

### **Subcontractors**

The Contractor shall ensure that all subcontractors have and maintain insurance with the same types and limits of coverage as required of the Contractor under the Contract.

### **Insurers**

The Contractor shall obtain insurance from insurance companies authorized to do business within the State of Washington, with a "Best's Reports" rating of A-, Class VII or better. Any exception must be approved by the DSHS Office of Risk Management. Exceptions include placement with a "Surplus Lines" insurer or an insurer with a rating lower than A-, Class VII.

### **Evidence of Coverage**

The Contractor shall submit Certificates of Insurance to DSHS for each coverage required of the Contractor under the Contract. The Contractor shall submit the Certificates of Coverage to the DSHS Risk Manager, Office of Risk Management,

Post Office Box 45882, Olympia, Washington 98504-5882. Each Certificate of Insurance shall be executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements specified in this Contract. The Certificate of Insurance for each required policy shall reference the DSHS Contract Number for the Contract. The Contractor is not required to submit to DSHS copies of Certificates of Insurance for personal automobile insurance required of the Contractor's employees and volunteers under the Contract.

The Contractor shall maintain copies of Certificates of Insurance for each subcontractor as evidence that each subcontractor has and maintains insurance as required by the Contract.

### **Material Changes**

Insurers subject to RCW 48.18 (Admitted and regulated by the Insurance Commissioner): The insurer shall give DSHS Office of Risk Management 45 days advance notice of cancellation or non-renewal. If cancellation is due to non-payment of premium, the insurer shall give DSHS 10 days advance notice of cancellation.

Insurers subject to RCW 48.15 (Surplus lines): The insurer shall give DSHS Office of Risk Management 20 days advance notice of cancellation or non-renewal. If cancellation is due to non-payment of premium, the insurer shall give DSHS 10 days advance notice of cancellation.

### **General**

By requiring insurance, the State of Washington and DSHS do not represent that the coverage and limits specified will be adequate to protect the Contractor. Such coverage and limits shall not be construed to relieve the Contractor from liability in excess of the required coverage and limits and shall not limit the Contractor's liability under the indemnities and reimbursements granted to the State and DSHS in this Contract. All insurance provided in compliance with this Contract shall be primary as to any other insurance or self-insurance programs afforded to or maintained by the State. The Contractor waives all rights against the State of Washington and DSHS for the recovery of damages to the extent they are covered by insurance.

## **13. Auditing and Monitoring Requirements**

**Monitoring:** DSHS may inspect the Contractor's records in order to monitor, audit, and/or evaluate the Contractor's performance. The Contractor must provide access to all contract related records and materials upon request.

## **14. General Information**

### **14.1 RFP Amendments**

DSHS may, at any time before execution of a contract, amend all or any portion of this RFP. DSHS will mail any RFP amendments to you. If there is any conflict between amendments or between an amendment and the RFP, whichever document was issued last in time shall be controlling.

### **14.2 Retraction of This RFP**

DSHS and the State of Washington are not obligated to contract for the services specified in this RFP. DSHS reserves the right to retract this RFP in whole, or in part, and at any time without penalty.

### **14.3 Rejection of All Proposals**

DSHS may decide not to award any contract(s) under this RFP by rejecting any and all proposals, at any time.

### **14.4 Nonresponsive Proposals**

DSHS may reject your proposal as nonresponsive for any of the following reasons:

- Incomplete proposal;
- Submission of alternative proposals;
- Failure to comply with any part of this RFP; or
- Submission of incorrect, misleading, or false information.

### **14.5 Minor Irregularities**

DSHS may waive minor irregularities related to any proposal.

### **14.6 Cost of Proposal Preparation**

DSHS will not reimburse you for the costs associated with preparing and/or presenting any proposal for this RFP.

## **14.7 Failure to Comply**

If you fail to comply with any portion of this RFP or any exhibit to this RFP, including instructions, DSHS may reject or withdraw your proposal at any time as nonresponsive.

## **14.8 Joint Proposals**

If you submitted a joint proposal, with one or more other bidders, and your proposal is designated as the apparently successful proposal, DSHS may designate you or one of the other bidders as the prime bidder and as the apparently successful bidder. The prime bidder will be DSHS's sole point of contact, will sign the contract and any amendments, and will bear sole responsibility for performance under the contract.

## **15. Definitions**

The following terms, which appear in this RFP, have the meaning that is defined, for the purposes of this RFP:

- Apparently Successful Bidder - A bidder selected as having submitted a successful proposal, based on the bidder's final proposal score. The bidder is considered an "apparently" successful bidder until a contract is finalized and executed.
- Agency – The Department of Social and Health Services' Information Systems Services Division is the agency of the State of Washington that is issuing this RFP.
- Bidder - An individual, organization, public or private agency, or other entity submitting a proposal in response to this RFP.
- Consultant – Individual or Company submitting a proposal in order to attain a contract with the Agency.
- Contractor – Individual or Company whose proposal has been accepted by the Agency and is awarded a fully executed, written contract.
- Issue - To mail or otherwise release this RFP as a public document, to interested parties who have requested it.
- Key Personnel - Staff being proposed to do the work under this proposal.
- Proposal - All material prepared and assembled by a bidder, and which the bidder submits in response to this RFP.

- Protest - An objection by the bidder, in writing, protesting the selection of another bidder as an apparently successful bidder, and which complies with all requirements of this RFP.
- RCW - Revised Code of Washington. ( All references to RCW chapters or sections shall include any successor, amended, or replacement statute.)
- RFP - "Request for Proposals;" i.e., this RFP document.
- RFP Coordinator - The person named in this RFP as the RFP Coordinator, or the RFP Coordinator's designee within Central Contract Services. The sole point of contact within DSHS regarding this RFP for potential bidders and other interested parties.
- Statement of Work - A statement of the work or services which the contractor is to perform under any contract awarded, and which is usually in the form of an exhibit attached to the contract.
- Submit - To deliver to the DSHS RFP Coordinator any of several documents described in this RFP and in the manner specified in this RFP.
- WAC - Washington Administrative Code. (All references to WAC chapters or sections shall include any successor, amended, or replacement regulation.)
- Work Request – An official request for work under the General Administration Office of State Procurement Information Technology Services Primary Agreement Program #32100.
- You - The person, agency, or organization requesting a copy of this RFP or submitting a proposal in response to this RFP.

## 16. Exhibits

You should be certain that you have all attached exhibits, which are part of this Request for Proposals. Exhibits to this RFP are:

- A. Bidder Information Form
- B. Sample Contract
- C. DSHS Network Security Policies

You should be sure that you have received a complete copy of this RFP and all attached exhibits, as listed above. If you have not received a complete copy of this RFP, you should contact the RFP Coordinator.

It is not a ground for protest if your copy of this RFP should be missing any exhibit or pages of the RFP.